

Maryland Department of Human Resources
Advisory Council for Alternative Response

Meeting, December 11, 2012
Minutes

Council Member Attendees: Dr. Pamela Brown Janet Forrester Hartge via telephone, Dr. Wendy Lane, John McGinnis, Dick Paulman, Melissa Rock, David Thompson, Dr. Albert Zachik, Claudia Remington, Sabrena McAllister (for James Trent), Vanita Taylor, Tracy Watkins-Tribbitt via teleconference

SSA Representatives: David Ayer via telephone, Steve Berry via telephone, Carnitra White, Debbie Ramelmeier, Audrey McLendon

Other attendees: Sandra Barnes, Carol Spigner, Angela Lagdameo, Megna Christi Megan Lucy, Nicole Slater, Denise Wheeler, Leslie Rozeff, Brian Schleter, ML Wernecke, Maria Tillman, Christa Linton

Welcome and Introductions

Secretary Ted Dallas welcomed everyone to the meeting.

Agenda Review

Facilitator Carol Spigner gave an overview of Agenda items. The November 13, 2012 minutes were approved with amendments.

Workgroup Updates

Practice Workgroup

The Practice Workgroup developed a Local Collaborative implementation Plan. The plan will give the local departments of social services a standard format and plan to follow. Each plan goal was reviewed and steps and a definition of “what success looks like” were highlighted.

Overview of the Local Collaborative Implementation Planning Process

Goal 1 – Build an Implementation Team and Sustaining Community Partnerships

- Questions to ask, are we on track? Will staff and partners be able to easily explain Alternative Response? What groups need to be at the table?
 - A kick off meeting for local teams will be conducted within each region; dates listed on plan have been pushed back.

Recommendations:

- *Include diversified disciplines on the teams*
- *Develop a “how to” manual for local departments of social services*

Goal 2 – Develop a Communications Plan

- Success will be measured by delivery of the AR message by staff
- Message should be consistent and clearly understood

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Goal 3 – LDSS Staffing Decision

- Success – Local DSS would follow Standard Operating Procedures to implement Alternative Response
- Local DSS will seamlessly manage the switch of Alternative Response cases to Investigative Cases when needed.

Goal 4 – Practice Development to Sustain Practice

- Sustain consistent practice and implement in a standard method statewide
 - Consistency will be reviewed by Quality Assurance and the Evaluation Workgroup

Recommendation: Add plans to measure consistency with an independent evaluation.

Goal 5 – Resource Development

- Measure success with how quickly families are linked to needed resources
- Service Array for each jurisdiction is still in process
- Local Management Boards (LMB) to assist in determining the services that are needed
- Child Welfare will review resource needs

It was reported that not all jurisdictions' LMBs are heavily staffed. There may be one person devoted to the LMB; which will delay the needs assessment reports. The Local Implementation Plans may need to be adjusted depending on the jurisdictions' readiness and plans.

Other recommendations for the Local Implementation Plan:

- Add parents as partners in outcome language
- Add that success includes families and children are healthy
- Add an overall goal that drives all documents and links goals together. The linkage is important for structuring evaluation.

SSA plans to ask the National Resource Center for assistance with the kick off process for each region.

Staffing Patterns

The Staffing Patterns were reviewed. It was noted that each jurisdiction should review the model and decide the best staffing pattern for their jurisdiction based on the staff and skills. Feedback and plans would be reviewed by Central SSA.

Recommendation: delete the references to number of CPS/In-Home Teams in the column labeled "Staffing Level".

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Next step: Share Implementation Plan and proposed staffing plan with the Directors of the local departments of social services

Training Descriptions

Leslie Rozeff of the University of Maryland School of Social Work reviewed the Training Descriptions. Training classes included specialized training for workers and screeners, Practice Enhancement Sessions and Assessing and Planning for Risk and Safety. The Risk and Safety training class is considered a foundational training class, over 400 workers have participated in this class.

The General Overview training was designed to include community partners and foster parents. This class is a half day and would be considered a “train the trainer” class to enable delivery of the process and definition of AR by local DSS staff and partners. The specialized training for screeners is one-day training.

The Practice Enhancement Sessions will be offered regularly and used to track how the teams are implementing AR.

SSA staff will assist jurisdictions with implementation with technical and hands on assistance.

Recommendations:

- *Ensure that screeners gather as much information as possible regarding the case so a decision can be made without reviewing the case file a second time to determine an Alternative or Investigative.*
- *Consider an interactive video that could be posted*
- *Ensure that there is a consistent message throughout the training to determine Alternative Response vs. Investigative Response*
- *Consider using bullets rather than paragraph form when presenting to community partners*

The Secretary thanked the Workgroup for their presentation and work on the Implementation, Staffing and Training Plans.

Community Partners Workgroup

Pam Brown and Angela Lagdameao, co-chairs (substituting for Shanda Crowder currently on extended leave) reported on the Community Partners Workgroup's progress. The schedule and agenda for the community forums were reviewed. The first forum is planned for January 17th for the western region including Allegany, Garrett, Frederick, Montgomery and Washington counties. Pamela Brown asked each local management board to send a list of people to invite to the forum. Carnitra White will

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send a “save the date” email to the Directors of the local departments of social services. IT was noted that the Council may want to review the list to ensure that all agencies are represented at the forum.

Any handouts for the meeting should be sent to Angela Lagdameo. The Community Partners Workgroup was commended for the progress on the public forums.

Communications

Brian Schleter presented the Power Point presentations that would be shown at the public forums and a second Power Point presentation that would be shown to the local staff.

Recommendations:

- *Add the state maps with the regions outlined*
- *Give stakeholders examples of how they may assist*
- *Give summaries of the research that was conducted regarding AR and other states that have adopted AR.*

The staff Power Point may be sent out to staff and posted on the intranet.

Evaluation Workgroup

Melissa Rock and David Ayer, co-chairs presented the Progress Report for the Evaluation Workgroup. The Workgroup is waiting for the results of the ranking of the measures that were distributed. The worker / supervisor survey may be conducted as a focus group. The Workgroup is developing methods and measures to evaluate the outcomes and process of AR., for example the percentage removed from the home prior to AR and the percentage removed after AR.

Policy Workgroup

Dick Paulman reported that the policy draft is complete and is available for review on the website. Builds in MD CHESSIE for AR will occur in April and June. No additional meetings are scheduled for this workgroup.

Alternative Response Implementation Schedule

The Council reviewed the overall Implementation Schedule. All workgroups are on track and in line with the time line.

The Secretary thanked the workgroups and the Council for their time. The Council and workgroups have accomplished much work in a short time period.

The next meeting will be held Tuesday, January 8, 1:00 pm – 3:00 pm at 311 W. Saratoga St., Room 1044, Baltimore, MD.